

PHN DFSV & CSA Local Care Advocate



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner. **Equal Opportunity**

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

PHN DFSV & CSA Local Care Advocate

Team

Education, Recovery and Healing (ERH) team

Reports to

Team Leader

Line Manages

N/A

Employment Status

Contract, Part time, Full time

Hours of Work (per week)

38

Classification/Award

Level 4/5, SCHADS 2010 (dependent on qualifications and/or skills and experience)

Talkin

Team Leader

Based at

Inala

Backup when absent?

ERH Local Care team

Education, Recovery and Healing Program

The Education, Recovery and Healing Program enhances workforce capabilities within general practices and Aboriginal and Torres Strait Islander Community Controlled Health Services in the southern region of Brisbane LGA. This program also evaluates referred patients who have suffered from domestic, family, sexual violence (DFSV), or child sexual abuse, facilitating triage to the most suitable support services.

Additionally, the program strengthens system integration by fostering understanding and collaboration between the DFSV, child sexual abuse sectors, and the primary healthcare sector. It focuses on identifying and addressing systemic barriers that hinder the integration of primary healthcare into a coordinated response to DFSV and child sexual abuse.

The ERH Local Care Team, embedded within this broader initiative, directly supports individuals who have experienced FDSV and child sexual abuse by offering up to 2 years of case management and care coordination. This program aims to increase survivors' confidence in their recovery journey, improve their access to trauma-informed, person-centered supports and tailored, specific, and unique referral pathways to recovery and therapeutic services.

Position Description

As a Primary Health Local Care Advocate, you will...

Work as part of the Micah Projects team, you will be actively involved in the Local Care Team program, supporting individuals who have experienced FDSV (Family, Domestic, and Sexual Violence) and childhood sexual abuse with their recovery and healing goals.

Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Department of Child Safety, Seniors and Disability Services
 - Community Service Organisations
- General Practice Clinics
- Aboriginal and Torres Strait Islander Community Controlled Health Services
- Queensland Health
- Queensland Police Service
- National Disability Insurance Scheme
- Services Australia (Centrelink, Medicare and National Redress Scheme)

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- Inclusive Health Partnerships
- Homelessness to Home
- Domestic and Family Violence Women, Children & Families
- Supportive Housing

Partnerships:

- The Centre for Women and Co
- YFS
- Change Futures
- World Wellness Group
- Act for Kids
- Diverse Voices
- Inala Community House
- Women's Health & Equality Qld
- Open Haven
- Respect Inc
- Support Groups QLD
- WWILD
- Pregnancy Counselling and Education Services
- Brisbane South Primary Health Network
- Government and non-government services working within an integrated response to domestic, family, sexual violence, or child sexual abuse

Key Responsibilities

- Provide comprehensive case management and care coordination to individuals who have experienced family and domestic sexual violence (FDSV) and child sexual abuse.
- Develop and implement Integrated Recovery Care Plans tailored to each individual's unique needs and circumstances using evidence-based psychological assessments and tools, comprehensive risk assessment & safety planning.
- Facilitate warm referrals and seamless connections to appropriate trauma-informed mental health services and other support services, maintaining regular contact with participants to monitor progress and adjust care plans as necessary
- Deliver trauma-informed, person-centred support to enhance participant confidence in managing their healing and recovery journey.
- Ensure equitable and inclusive service delivery, addressing the needs of priority populations including First Nations, CALD, LGBTIQ+, and people living with a disability.
- Collaborate with organisations like the Centre for Women and YFS, Mental Health Recovery Services, and participate in partnerships to integrate the Local Care Team into existing services and strengthen connections across FDSV and child sexual abuse recovery services.
- Within a case-management model provide support, clinical assessments, advocacy, referral, and case coordination focusing on maintaining safety for victims and survivors.
- Provide centre-based and outreach support to participants.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Empower participants and foster their independence and access to appropriate resources, opportunities, and services within the community.
- Establish and maintain positive relationships with government and non-government services.
- Provide services that adhere to principles of cultural sensitivity and assist with connection to culturally specific programs where appropriate.
- Ability to work in a crisis environment and respond to multiple demands.
- Perform other duties as assigned by Supervisors.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone Pool Vehicle Packaged Vehicle

Essential

- Relevant Human Services certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence
- Demonstrated experience in working with people in case management.
- Demonstrated knowledge of and ability to apply current theory and practice relating to Domestic, Family and Sexual Violence and childhood sexual abuse including using a trauma informed approach to support and advocacy.
- Demonstrated ability to work with both government and non-government agencies in a case coordination model.
- Demonstrated knowledge of culturally sensitive practice when working with Aboriginal and Torres Strait Islander peoples, and people from a culturally and linguistically diverse background.
- Knowledge of or ability to rapidly acquire technical understanding of relevant legislation and regulations, specifically The Domestic and Family Violence Protection Act 2012 Section 5A Information Sharing and The Child Protection Act 1999.
- Knowledge of or ability to learn cross-disciplinary responses to domestic, family, sexual violence and childhood sexual abuse
- Relevant experience and or appropriate qualification including certificate, diploma, and tertiary qualification according to level of responsibility.
- Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- Complete any other duties assigned from leadership.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____

Date _____

Document History

Version Number 01

Original Date July 2024

Revised Date